

Pillsbury Winthrop Shaw Pittman LLP 2300 N Street, NW | Washington, DC 20037-1122 | tel 202.663.8000 | fax 202.663.8007

Glenn S. Richards tel 202.663.8215 glenn.richards@pillsburylaw.com

February 21, 2013

Marlene H. Dortch, Secretary Office of the Secretary Federal Communications Commission 445 12<sup>th</sup> Street, SW Room TW-A325 Washington, DC 20554

Re: EB Docket No. 06-36

Annual 47 C.F.R. 642009(e) CPNI Certification for 2012

**Teleserve Communications, Inc.** 

Dear Ms. Dortch:

Pursuant to Section 64.2009(e) of FCC rules, submitted herewith on behalf of Teleserve Communications, Inc., is the carrier's 2012 CPNI certification with accompanying statement.

Should any questions arise regarding this submission, please contact the undersigned.

Sincerely yours,
/s/
Glenn S. Richards

Enclosure

cc: Best Copy and Printing, Inc.

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## Annual 47 C.F.R. § 64.2009(e) CPNI Certification EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2013 covering the prior calendar year 2012.

Date filed: February 6, 2013

 Name of company covered by this certification: Teleserve Communications, Inc.

Form 499 Filer ID: 809499

Name of signatory: Michael J. Maier

Title of Signatory: Director of Operations

Certification:

I, Michael J. Maier, certify that I am an officer of the company named above and, acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. §64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken any actions (i.e., proceedings instituted or petitions filed by a company at either state commissions, in the court system, or at the Commission) against data brokers in the past year.

The company has not received any customer complaints in the last year concerning the company's unauthorized release of CPNI.

The company represents and warrants that the above certification is consistent with 47 C.F.R. §1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed:

Michael J. Maier, Director of Operations

Teleserve Communications, Inc.

Attachments: Accompanying Statement explaining CPNI Procedures

## DESCRIPTION OF CPNI OPERATING PROCEDURES AND POLICIES

Teleserve Communications, Inc. ("Teleserve") maintains the security of CPNI. Teleserve has security measures in place to protect this data from improper verbal requests for data via personal contacts with Teleserve's customer care. Teleserve has procedures in place that allow only customers of record obtain specific call detail information. Teleserve's employees have been trained in the proper use of CPNI, and the company will enforce strict disciplinary measures for employees that misuse or mishandle CPNI. Teleserve does not provide CPNI to any third parties and does not sell CPNI.

